

County of Los Angeles - Department of Mental Health

Quality Improvement Work Plan Implementation Status Report

Dated 11/4/10

Prepared by: Program Support Bureau, Quality Improvement Division

NAME OF REPORT:

PATIENT RIGHTS OFFICE, REQUESTS FOR CHANGE OF PROVIDER

QI IMPLEMENTATION STATUS REPORT

As previously reported the Patients' Rights Office (PRO) began a quality improvement initiative to update and revise Policy 200.02 Request for Change of Provider (Attachment 1). These changes become effective on June 8, 2010.

As a requirement under Title 9, California Code of Regulation (CCR), this Policy provides a formal process for clients to request a change in provider at the clinic (rendering provider) or a change in program site, specifies timelines for providers to respond to the request, and procedures to follow when reporting such requests to the Patients' Rights Office.

Procedural changes in the policy and forms include:

- Beneficiary/client shall receive a copy of the "Request for Change of Provider" form signed by clinic staff as a receipt (4.1.4) (Attachment 2)
- Logs that do not include protected health information (PHI) may be submitted by email (4.5.3.2) (Attachment 3)
- Reporting codes that identify the client's reason (s) for request for a change of provider have been added for statistical analysis (Attachments 4 & 5)

The changes to Policy 200.02 are a result of extensive stakeholder participation coordinated by the Patients' Rights Office. PRO conducted both consumer focus groups and provider focus groups to obtain feedback on critical information, procedures and processes that would improve and streamline the Request for Change of Provider process.

Improvements anticipated by these changes in Policy and Procedures include:

- 1) A more user friendly experience for consumers wanting to change providers
- 2) Increased accountability and tracking of requests
- 3) Reducing the number of Requests for Change of Provider that progress to formal Grievances/Appeals due to consumer dissatisfaction with the resolution of the request.
- 4) Increased consumer satisfaction with LACDMH services as a result of a smoother change of provider process.
- 5) QI opportunities may be identified by monitoring and trending reasons clients identify for requesting a provider change.

- 6) Higher compliance with month Log reports from providers with the ability to email logs to the MHP
- 7) Continued compliance with Medi-Cal and state regulations

The Patients' Rights Office staff has held numerous educational presentations on the new Policy and Procedures for Requesting a Change of Provider. Presentations included all Service Area QIC meetings and well as the June '10 DMH Departmental QIC meeting.

Summary of Findings

Findings in this report reflect usage of the prior Policy and Procedures for Requesting a Change of Provider since the new Policy and Procedures began in FY10-11.

**Table 1: Change of Provider (COP) Requests Resulting in Grievances –
Three Year Trend FY 07-08 to FY 09-10**

Year	FY 07-08	FY 08-09	FY 09-10
Total COP Requests	338	427	555
# of Grievances from COP requests	15	13	5
% of Grievances from COP requests	4.4%	3.0%	.9%

1. Of the 555 Requests for Change of Provider in FY 09-10, only 5 went to a formal Grievance, and all were resolved. Three of the 5 Grievances were In-Patient requests and two were Out-Patient requests.
2. The total number of COP requests has increased over the past three years while the percentage of COP requests that progress to formal Grievances has decreased.
3. The Change of Provider Summary Log Reports for FY 09-10 showed the number of requests presented quarterly as follows:

Table 2: Number of Requests for Change of Provider for FY 09-10

1 st Q 09-10	2 nd Q 09-10	3 rd Q 09-10	4 th Q 09-10	Total
122	98	159	176	555

The number of Requests for Change of Provider was significantly larger in the 2nd half of FY 09-10.

Table 3: Average Number and Percentage of Providers Submitting COP Log Reports Quarterly for FY 2009-2010

Quarter	1 st Q 09-10	2 nd Q 09-10	3 rd Q 09-10	4 th Q 09-10	Total Average for FY 09-10
Total Number of Providers	322	322	322	322	322
Number of Providers Submitting COP Logs	187	182	206	199	206
Percent of Providers Submitting COP Logs	58%	56%	64%	62%	64%

Table 4: Average Number and Percentage of Providers Submitting COP Log Reports Quarterly for FY 2008-2009

Quarter	1 st Q 08-09	2 nd Q 08-09	3 rd Q 08-09	4 th Q 08-09	Total Average for FY 08-09
Total Number of Providers	287	287	287	287	287
Number of Providers Submitting COP Logs	161	187	218	227	227
Percent of Providers Submitting COP Logs	56%	65%	76%	79%	79%

The total number of providers increased from FY'08-09 (N = 287) to FY'09-10 (N =322)
The percentage of providers submitting Request to Change Provider Logs decreased from 79% in FY'08-09 to 64% in FY'09-10.

Actions Requested/Needed

1. QI will continue to work with PRO to secure an electronic system of data collection to track and analyze Requests of Change Providers information.

2. QI and PRO to consider the finding that the number of providers has increased over that past year, but the number of providers submitting Request for Change of Provider Logs has not increased correspondingly. With the improvement added in the revised Policy 200.02 that providers can email the Logs to PRO, the percentage of providers complying with submitting monthly Logs may favorably change.

Recommended Policy Changes

1. In FY '10-11 the MHP will be collecting data on Requests to Change Providers using the updated and revised Policy 200.02 Request for Change of Provider procedures and documentation.